

FIG. 1A

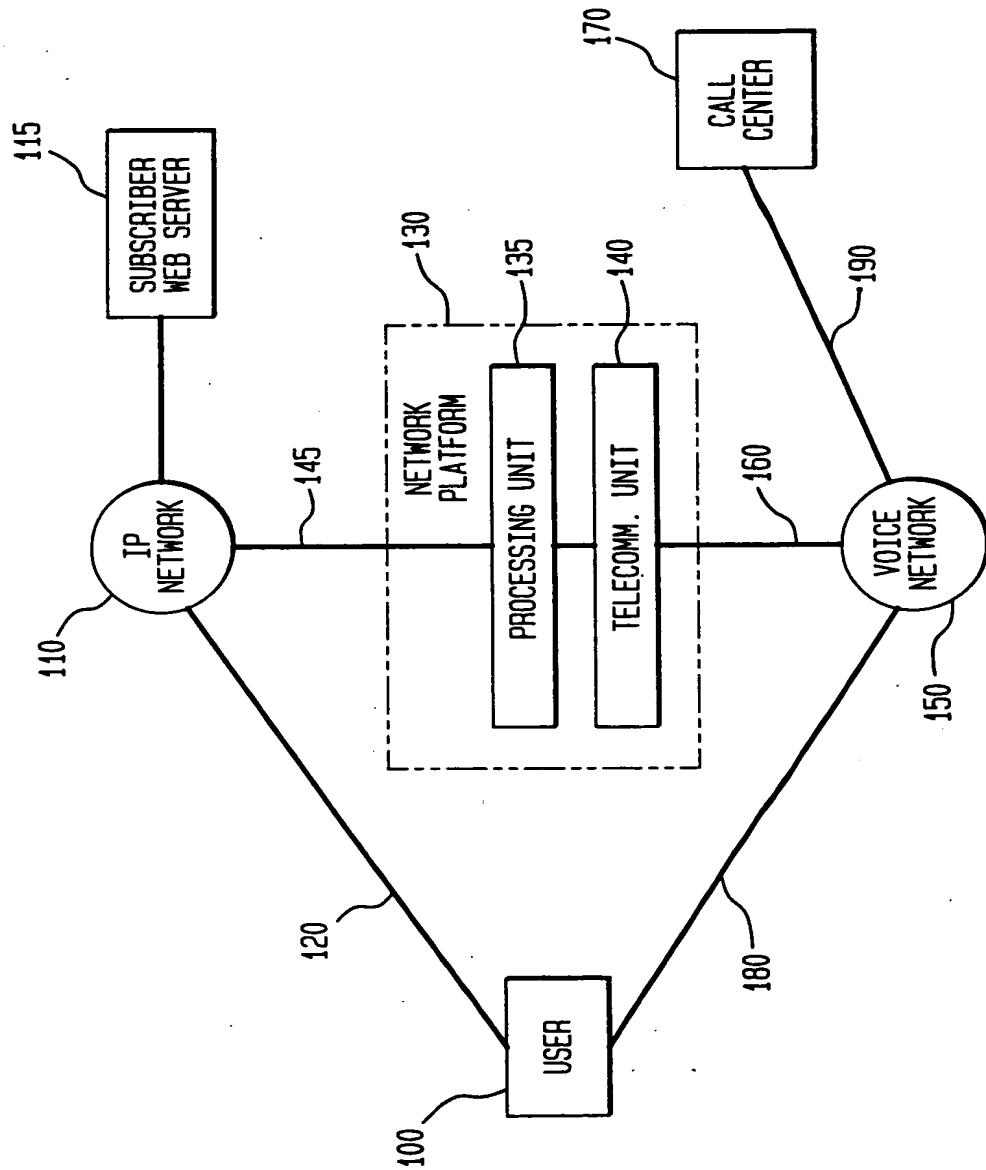


FIG. 1B

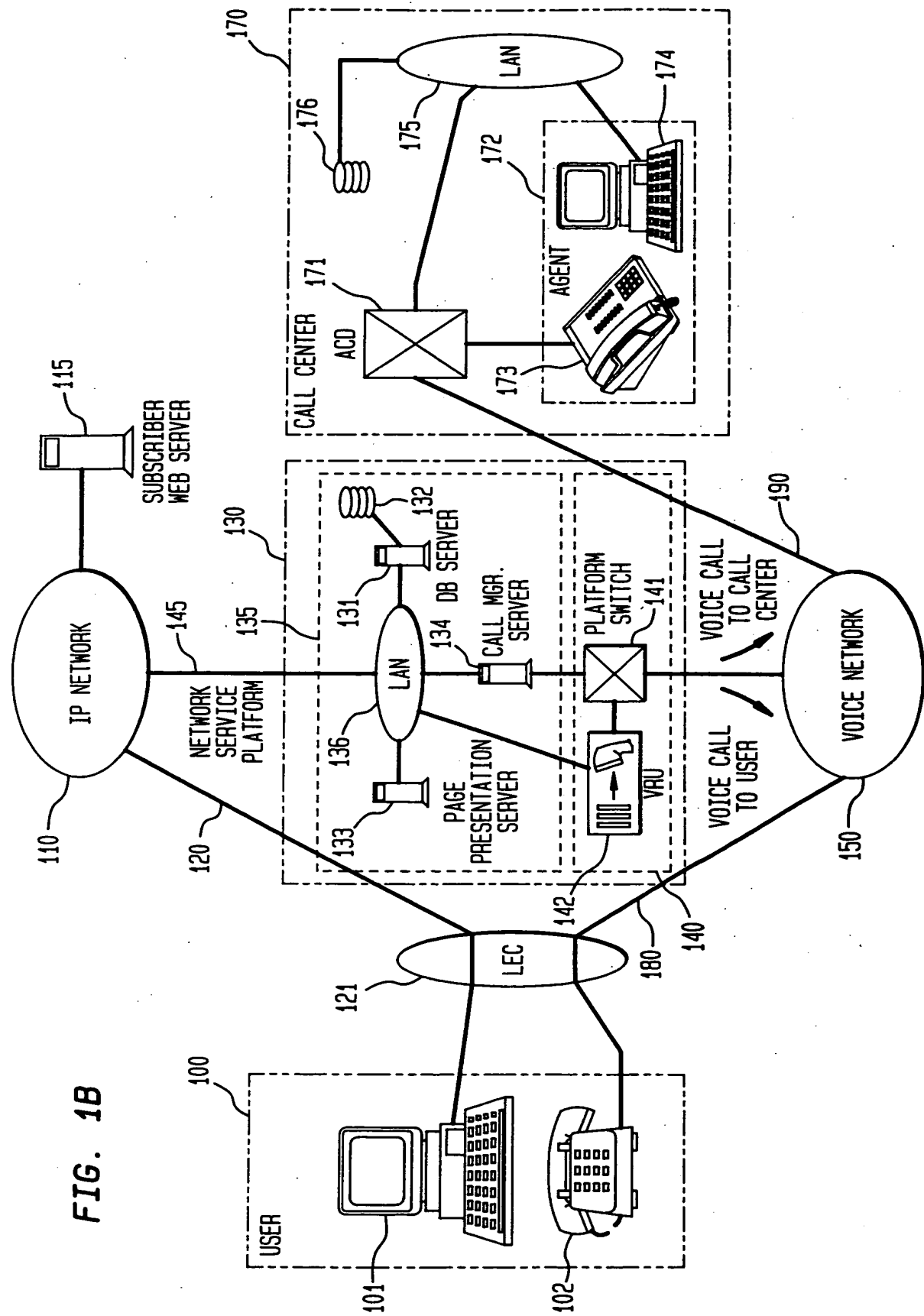


FIG. 2A

STEP	USER	SUBSCRIBER'S WEB SITE	NETWORK PLATFORM	VOICE NETWORK	CALL CENTER	CC AGENT
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201		↓				
202	"SPEAK TO AGENT," URL, USER ADDR	↑	URL+TAG1 (SID, SC, USER ADDR)			
203		↓	WELCOME PAGE			
204	USER INFO	↑				
205		↓	CONNECT PAGE			
206			USER TEL#	↑		
207		↓		[RINGING]		
208	[OFF-HOOK]	↑				
209		↓	ANNOUNCE- MENT			
210			CC TEL# + TAG2	↑		

FIG. 2B

STEP	USER	SUBSCRIBER'S WEB SITE	NETWORK PLATFORM	VOICE NETWORK	CALL CENTER	CC AGENT
211				[RINGING] + TAG2		
212					CALL CONNECT	
213						SIGN ON
214			WHISPER USER INFO			
215			[BRIDGE CALL]			
216						PAGE PUSH
217			HTML PAGES			
218	[HANG-UP]					[HANG-UP]
219			WEB DISCONNECT			